

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Benjamin A. Knott et al.  
Serial No.: 10/829,557  
Date Filed: April 22, 2004  
Group Art Unit: 2614  
Examiner: Patel, Hemant Shantilal  
Title: **USER INTERFACE FOR “HOW TO USE”  
APPLICATION OF AUTOMATED SELF  
SERVICE CALL CENTER**

**MAIL STOP – AF**  
COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**RESPONSE TO FINAL OFFICE ACTION**

In response to the Final Office Action mailed August 25, 2006, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

**Amendments to Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 8 of this paper.